



UNITED STATES MARINE CORPS

MARINE CORPS AIR STATION
BOX 99100
YUMA, ARIZONA 85369-9100

StaO 2067.1C

3NA

12 MAR 1997

STATION ORDER 2067.1C

From: Commanding Officer
To: Distribution List

Subj: STANDING OPERATING PROCEDURES FOR STATION TELEPHONE

Encl: (1) Telephone Service Request

1. Purpose. To publish information and instructions pertaining to the installation, operation maintenance and use of the services and facilities of the Station Telephone System.

2. Cancellation. StaO P2067.1B.

3. Information

a. General. The Station Telephone Office aboard MCAS Yuma, AZ is a division of the Communications Data Electronics Department and is under operational control of the Station Telephone Officer, the Communications Data Electronics Officer and the Commanding Officer of Station, MCAS Yuma. Station Telephone falls under the administrative control of Headquarters and Headquarters Squadron, MCAS Yuma.

b. Mission. The mission of Station Telephone is to install, operate and maintain all telecommunications services required by the various tenant units, visiting units, and Station facilities aboard MCAS Yuma. The following is a list that outlines the major responsibilities of Station Telephone:

(1) Installation and maintenance of over 4000 telephone and data circuits.

(2) Installation and maintenance of all radio remote circuits.

(3) Procurement and maintenance of all cell phone, fax and answering machines used by Station.

(4) Planning and installation of telecom services for new Station construction projects such as the new Service Station, Consolidated Club and the Temporary Lodging Facility.

(5) Planning and installation of telecom services required by FMF units participating in exercises such as WTI and Scorpion Wind.

(6) Planning and installation of emergency services communications.

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- (7) Planning and installation of outside cable plant upgrades.
- (8) Operation/maintenance of the telephone switching system.
- (9) Management of the Station STU-III account.
- (10) Repair of all Station fiber optic and telephone cable.
- (11) Provide on-call telecom maintenance support 24 hours a day, 365 days a year.
- (12) Processing excavation requests and dig permits.
- (13) Preparation of the Station telephone bill and directory.
- (14) Provide for normal shop administrative functions such as supply, publications, records and training.

c. Organization. Station Telephone is currently organized with a mixture of Marine Corps personnel and civilian employees. Functional areas of Station Telephone include: Operations, Inside Plant, Outside Plant, and Budgeting. The following is a breakdown of the billet positions at Station Telephone:

(1) Telephone Officer	CWO3/2810
(1) Operations Chief	Civ/GS-11
(1) Budget Analyst	Civ/GS-7
(1) Chief Operator	Civ/GS-5
(2) Station Operators	Civ/GS-4
(4) Station Operators	LCPL/2531 (FAP)
(1) Outside Plant Chief	SSGT/2513
(2) Cable Tech	CPL/2813
(1) Cable Tech	LCPL/2513 (FAP)
(1) Inside Plant Tech	Civ/Contractor

d. Equipment and Facilities. The Station Telephone Office is located in Bldg. 1030 at MCAS Yuma, AZ. This building contains the telephone switching system; a Government owned Northern Telecom SL-100 NT-40 host switch which services all areas of mainside MCAS Yuma except the family housing areas. A Northern Telecom remote switch services the Cannon Air Defense Complex and is linked to mainside via microwave.

4. Action

a. Request for Official Telephone Service. All Government related activities, either appropriated or non-appropriated, are required to apply for official telecommunications services through the Station Telephone Officer. Commercial and contractor activities on the Air Station must also coordinate their official requirements

through the Station Telephone Office. Subscribers will submit their requirements using a Telecommunications Service Request via their Telephone Control Officer. The enclosure illustrates the proper format, and an example is contained in the back of the Station Guide and Directory. PLEASE NOTE THAT FOR ROUTINE ADDS, MOVES, OR CHANGES, THE TELECOMMUNICATIONS SERVICE REQUEST MUST BE SUBMITTED TO STATION TELEPHONE NO LATER THAN TEN (10) WORKING DAYS PRIOR TO THE DATE THE SERVICE NEEDS TO BE INSTALLED.

b. Request for Official Special Circuits. Some telecommunications services require the installation of special circuits. These include high speed digital circuits, digital, or analog circuits that require conditioning or repeating equipment, and circuits that leave the Air Station. These special circuits require approval and funding from CMC, Defense Information System Agency (DISA), COMMANDER NAVAL TELECOMMUNICATIONS (COMNAVTELCOM) or similar agencies. Users or activities requesting to have these special circuits installed and terminated on the Air Station must submit a Telecommunications Service Request. Enclosure (1) of this Order illustrates the proper format. PLEASE NOTE THAT FOR INSTALLATION OR TERMINATION OF SPECIAL CIRCUITS, THE TELECOMMUNICATIONS SERVICE REQUEST MUST BE SUBMITTED TO STATION TELEPHONE NO LATER THAN THIRTY (30) WORKING DAYS PRIOR TO THE DATE THE SERVICE NEEDS TO BE INSTALLED.

c. Request for Major Service Installation. Activities aboard the Air Station that are involved in the construction, expansion and renovation of Station facilities that require a major telecommunications installation must submit a Telecommunications Service Request. Work of this type includes installation of more than 15 telephones, installing a telephone cable to a new building, rewiring of a large office space to accommodate a renovation and installing a large telecommunications distribution network to support a new piece of equipment or system. PLEASE NOTE THAT FOR MAJOR SERVICE INSTALLATIONS, THE TELECOMMUNICATIONS SERVICE REQUEST MUST BE SUBMITTED TO STATION TELEPHONE NO LATER THAN SIXTY (60) WORKING DAYS PRIOR TO THE DATE THE SERVICE NEEDS TO BE INSTALLED.

d. Request for Unofficial Telephone Service. Station Telephone does not provide telecommunications services to personnel residing in Government quarters. For personnel residing in Family Housing, all arrangements must be made directly with the local civilian telephone company. This is usually U. S. West Communications. However, Officers and Staff NCO's residing in the BOQ and Staff BEQ may have residential telephone service provided to their quarters by U. S. West Communications through Station Telephone. These subscribers must visit the Station Telephone office and fill out a Telecommunications Service Request.

e. Special Case Requests. Occasionally, a person or activity will require a telecommunications service that is special in nature. This includes short or no notice installation requests, requests for

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Defense Switched Network (DSN) capability in Government quarters, and special telephonic equipment installation. Requests of this type will be handled on a case by case basis. Obviously, it is the primary function of Station Telephone to support the needs of the Air Station. Station Telephone is committed to this effort and will do whatever it takes to provide support. However, subscribers must realize that Station Telephone operates with limited resources and manpower and must help us help them. This can best be accomplished through proper planning and good judgment.

f. Survey. Upon receipt of the Telecommunications Service Request, a member of Station Telephone will conduct an on-site investigation to discuss the request and to conduct the survey.

g. Classes of Telephone Service. The Northern Telecom SL-100 switching system permits a plethora of feature capabilities that can be programmed to a telephone. Station Telephone has grouped the most commonly used features into packages most commonly referred to as "class of service." Identified numerically, the following is a listing of the most often used classes of service:

Class	Allowed	Not Allowed
01	Local/Lease/DSN/Toll	Priority DSN
02	Local	Lease/DSN/Toll
03	Base Extensions	Lease/Local/DSN/Toll
04	Local/Lease/DSN	Toll
05	Lease/DSN	Local/Toll
06	Local/Toll	Lease/DSN
07	Local/Lease	DSN/Toll
08	Local/DSN	Lease/Toll
09	Lease/Toll	Local/DSN

Note that there are other specialty classes of service that are not listed, such as the one that includes priority DSN. For this and other capabilities, please consult Station Telephone.

h. Conservation of Telephone Service. There is a practical limit to the extent that telecommunications services can be provided. In order to insure adequate and reliable service, strict compliance with the following instructions is mandatory:

(1) Commanding Officers, OIC's and Department Heads will appoint a Telephone Control Officer for the respective activity. This individual will serve as the point of contact between the activity and Station Telephone and will be required to examine, approve, and route all Telecommunications Service Requests from the activity to Station Telephone.

(2) Telephone Control Officers will insure that the telecommunications service requested is consistent with the mission requirements of the organization.

(3) Telephone Control Officers will request the removal of infrequently used telephones.

(4) Telephone Control Officers will insure that requests for service are not solely based on convenience, personal preference or rank.

(5) Telephone Control Officers will review and certify the telephone bill for their organization to insure that all calls listed were for official use.

(6) Telephone Control Officers desiring to grant members of their organization access to overseas and priority DSN, and long distance toll capability through the Station Operator will submit an Access List to the Station Telephone Officer. This list shall contain the names and last four digits of the social security number of the personnel, listed by department/section or unit. This list will also include a four digit control number and will be updated on a quarterly basis.

(7) Telephone Control Officers will assist Station Telephone in assessing the needs of their organization, and in planning for improvements of their telecommunications service.

i. Personal use of the Station Telephone System. The Station Telephone System is a Government owned system that is for official use only. The following rules apply:

(1) No person shall use an official station telephone for personal calls.

(2) No person shall charge, or otherwise cause to be billed, a personal telephone call to an official station telephone.

(3) No person shall accept charges for any collect telephone calls on any official station telephone.

(4) No person shall request telephone credit cards and use an official station telephone as the billing number.

(5) Obviously, common sense and good judgment is the guiding principle in all of the above rules.

j. Preservation of the Station Telephone System. No person, other than an authorized member of Station Telephone, or a contractor of Station Telephone exercising the terms of his contract, shall service, install, relocate, remove or interface with any item of equipment, cable or facility of the Station Telephone System. Unauthorized installation, removal or interface with any facility of the Station Telephone System will result in a suspension of service. Service will not be restored without a written request from the

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Commanding Officer of the organization involved. This request will include reasons for tampering with the system and corrective action taken to prevent further incidents. This request will be sent to the Station Communications Data Electronics Officer via the chain of command. Any person having knowledge of anyone tampering with or purposely damaging Station Telephone facilities or equipment will report this to the Station Telephone Officer. Persons who purposely damage, tamper with or remove Station Telephone cable or equipment are subject to punishment under the UCMJ.

k. Tactical Telephone Systems. Permanent installation of tactical telecommunications wire, cable, support structures, and equipment is not authorized. Requirements for the temporary installation of these items will be submitted to the Station Telephone Officer for joint planning and feasibility. Units installing tactical telecommunications wire, cable, and support structures are responsible for its removal after completion of its use.

l. Defense Switched Network (DSN). Managed by the DISA, the DSN is the principle long-haul voice communications network for the DoD. This service is maintained through a world wide system of Government owned and leased telephone switching facilities. The purpose of DSN is to handle essential command and control, operations, intelligence, logistics, diplomatic, and administrative voice traffic only. Telephone Control Officers will advise their organizations of the following:

(1) The DSN network is a non-secured system and users are reminded to not discuss classified information while talking on an unencrypted telephone.

(2) Because the number of DSN trunks available for use is limited, DSN calls should normally be limited to five (5) minutes.

(3) Because there is only one (1) overseas priority DSN trunk available on MCAS Yuma, access to this trunk is controlled.

(4) The number of telephones in a given organization having direct dial DSN capability will be limited to forty (40) percent.

(5) Calls placed over the DSN system should be made from work-space telephones. The Station Operator will not normally connect subscribers to the DSN from billeting-space phones.

(6) Because the DSN system is a voice only network, and the number of DSN trunks is limited, the use of modems to transfer data over the DSN requires the submission of a Telephone Service Request.

m. Special Telecommunications Services. Station proper organizations and units, as well as tenant Commands will request special telephonic equipment and services such as fax machines, answering machines and cellular telephone service using a Telecommunications

Service Request. Acquisition of special telephonic equipment and services will require a Federal Information Processing (FIP) authorization from Station Telephone before it can be procured through the Station Supply Department.

n. Secure Telephone Service (STU-III). The Station Telephone Office manages the STU-III account for Station proper activities and units. Requests for STU-III service are made to Station Telephone using a Telecommunications Service Request. STU-III telephones and keys are accounted for by serial number and will not be removed, re-located, transferred, or repaired without the knowledge and consent of the Station Telephone Officer. Consult Station Order 2250 STU-III Policy for further details.

o. Station Operators. Currently, Station Telephone provides MCAS Yuma with 24 hour a day operator service. The primary responsibility of the Station Operator is to provide information and to assist the subscribers in the use of the Station Telephone System. Station Operator personnel are staffed through a mix of Marine Corps and civilian personnel, and are under the direct control of the Station Chief Operator. The following is a list of general information regarding the Station Operator:

(1) Station Operators are instructed not to engage in any unnecessary conversation and will give out only an operator number when asked to identify themselves.

(2) Station Operators list directory numbers by unit or organization only. They do not have a "by individual name" listing of directory numbers.

(3) Station Operators will not normally connect a subscriber to the DSN system if that subscriber is calling from a billeting space telephone.

(4) Station Operators will not normally connect a subscriber to the DSN system if that subscriber is not on an access list and does not have a control number.

(5) Station Operators will only off-net a DSN subscriber to local area numbers. This is for official and morale calls only. The Station Operator will not connect a DSN subscriber to a long distance commercial trunk. This is known as "toll jumping" and is an illegal practice.

p. Monitoring of the Station Telephone System. Users of the Station Telephone System will not discuss classified information on non-secure telephones. Official DOD telephones are subject to monitoring for communications security purposes at all times and the use of official DOD telephones constitutes consent to communications

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security monitoring. The purpose of this monitoring is to provide analysis for determining the degree of security being afforded by a telecommunications system and to:

(1) Advise Commanding Officers on actual or possible security compromise.

(2) Improve the security protection of telephone communications against intentional exploitation.

The installation of recording equipment on official station telephone lines for the purpose of monitoring conversations is directed by and requires the authorization of the Commanding Officer, MCAS Yuma.

q. Station Telephone Directory. The Station Telephone Office is responsible for preparing the telephone section of the Station Guide and Directory. This booklet is published through the Public Affairs Office. It is the responsibility of Commanding Officers and Telephone Control Officers to inform Station Telephone of changes to unit/activity directory listings and to help Station Telephone insure the accuracy of the Station Guide and Directory.

r. General Usage Payment Procedures. It is not possible within the scope of this Order to reiterate and explain all the policies contained in the Navy Comptroller Manual and the MCAS Yuma Comptroller SOP. However, the following paragraphs will provide a basic overview of payment policies and procedures as they relate to Station Telephone.

s. Reimbursement for Telephone Service. Morale, Welfare and Recreation activities, private parties, contractors and private firms will reimburse the Marine Corps for telecommunications service in accordance with the Navy Comptroller Manual. Where applicable, reimbursement will include basic charges and other charges which may be incurred through the use or provision of telephone service. Checks or money orders will be made payable to "Marine Corps Air Station, Yuma, Arizona" and will be for the exact amount of the telephone bill. Payments will be made at the Station Telephone Office.

(1) Official subscribers, other than Marine Corps activities, will reimburse the Marine Corps in accordance with the Navy Comptroller Manual.

(2) For billing purposes, telephone service is considered to be provided from the date of installation until such time as the request for termination is received at the Station Telephone Office.

(3) Commercial activities, contractors and private firms, and applicable MWR activities subscribers will be billed monthly. This bill will be paid no later than the date indicated on the invoice and is payable at the Station Telephone Office.

(4) Telephone Service will be suspended if the bill is not paid by the invoice date. Billing notices should be received on or about the twenty-second of the month for the previous month's service. Non-receipt of the monthly statement is not an acceptable excuse for non-payment.

(5) Requests for re-establishment of service that has been discontinued because of non-payment must be addressed to the Communications Data Electronics Officer, MCAS Yuma.

(6) Subscribers temporarily absent from MCAS Yuma during a billing period must make prior arrangements for payment with the Station Telephone Office.

(7) Persons who are found to have made an unofficial toll call using a Government telephone are required to pay for it. This reimbursement will be done in person at the Station Telephone Office. Telephone Control Officers are responsible for recommending further appropriate action.

t. Pay Telephones. Coin and card operated pay telephones aboard the Air Station are owned, installed and maintained by AT&T Communications, and are under a commission contract agreement with the Morale, Welfare and Recreation (MWR) Department MCAS Yuma. Requests for installation or removal of pay telephones, trouble calls and evidence of tampering or damage should be made to the Services Division, MWR, extension 2770.

5. Summary of Revisions. This revision contains a substantial number of changes and should be completely reviewed.

6. Concurrence. The Commanding Officers, MAG-13, MAWTS-1, 1st LAAM Bn, CSSD-16, VMFT-401 and MACS-7 concur with this directive and make it applicable to their respective Commands.


C. J. TURNER

DISTRIBUTION: A

TELEPHONE SERVICE REQUEST

Date _____

From: _____, MCAS Yuma, AZ

To: Commanding Officer, MCAS Yuma AZ (Attn: Station Telephone Officer)

Via: _____

Subj: **REQUEST FOR TELEPHONE SERVICE**

Ref: (a) Sta0 2067.1

1. Type of Request (Circle One): New Service, Disconnect, Add Equipment,

Class of Service Change, Other _____

2. Extension Number	Directory Listing	New Directory Listing	Existing # of telephones this Extension	Requested Class of Service
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

3. Existing Building Number/Room Number: _____

4. Proposed New Building/Room Number (If applicable): _____

5. Concise, Brief Narrative of Work Requested and Justification _____

6. Enclosed is a Drawing of Existing and Proposed Location of Equipment. (Not Optional)

7. Point of Contact Regarding Request _____ Extension _____

Signature of Telephone Control Officer _____

***** STATION TELEPHONE USE ONLY *****

Work Order # _____

Survey Done By: _____

Date Surveyed: _____

Remarks: _____

Request Approved By: _____